

January 24, 2005

Class E Licensee

Address

City, IA ZIP

Dear Class E Customer:

As I indicated in a previous letter, the Iowa Alcoholic Beverages Division will be implementing changes to its warehouse distribution operation beginning Monday, January 31, 2005. I also informed you that the Division would be issuing a standard delivery procedure prior to the re-route implementation. Finally, your order day and approximate delivery schedule were included in the letter.

As promised, attached is the ***Standard Liquor Delivery Procedure*** to be followed for all deliveries following the January 31, 2005, implementation date. The new operating procedure will minimize potential liability for both licensees and the state as the drivers will no longer be operating equipment within stores to the jeopardy of customers, property and product alike. Uniform policies also will help drivers maintain their schedules and, thereby, better assure timely deliveries while helping to meet new federal transportation guidelines for the protection of the drivers and the motoring public. Finally, the new procedure will significantly reduce expenses while better assuring consistency and uniformity of delivery among all licensees.

Again, thank you for your cooperation as the Division commences to implement these important adjustments to the operation. I consider each and every Class E liquor licensee to be a valued customer and an important business partner in the operation of the state liquor distribution system. Together, we can serve the needs of all Iowans in an efficient, safe and friendly manner.

Sincerely,

LYNN M. WALDING

Administrator

Enclosure